



Code of Conduct

14. Use of Personal Electronic Devices at Work

Our CBSA value of professionalism guides our behaviour at work so that we remain productive and avoid distracting or interfering with the work of others. It also includes being constantly aware of the potential for security breaches.

As CBSA employees working at ports of entry, and in any other CBSA offices where service to the public is provided, we do not use any personal electronic communication devices while performing our official duties. (For more guidance, consult section 3 - Social Media section within the Code of Conduct).

Examples: Personal electronic devices include but are not limited to: smart phones (including those with cameras), pagers, Bluetooth devices, laptop computers, gaming devices, tablets, iPods, recording devices, smartwatches, etc.

Code of Conduct:

The Policy on the use of personal electronic devices in the workplace

5. Application/Scope

5.1. This policy applies to all CBSA employees working at the CBSA ports of entry, tactical operations centres, and in any CBSA offices where service to the public is provided.

5.2. Areas subject to this prohibition of use include, without being restricted to, the primary inspection lines, secondary examination areas, general office areas, warehouses and any other operational areas in the CBSA ports of entry, regardless if service to the public is provided or not in that area.

5.3. This policy also applies to all general office areas located in any CBSA office where service to the public is provided.

5.4. This policy applies to all personal electronic communication devices and to all third party issued electronic communication devices as defined in the Definitions section.

5.5. This policy does not apply to electronic communication devices issued by other partner law enforcement organizations to CBSA employees while performing their duties in joint law enforcement operations.

5.6. CBSA issued electronic communication devices are not subject to this policy. Please refer to the Cellular Telephone Policy.

6. Policy Statements

6.1. All CBSA employees are prohibited from using personal electronic communication devices to communicate any CBSA business or any information in relation to CBSA business, unless authorized.

6.2. All CBSA employees working at a port of entry, a tactical operations centre, and in any CBSA offices where service to the public is provided are prohibited from using any personal electronic communication devices, while performing their duties as CBSA employees.

6.3. All CBSA employees working at a port of entry, a tactical operations centre, and in any CBSA offices where service to the public is provided are prohibited from using any third party issued electronic communication devices as defined in the Definitions section.

7. Procedures

7.1. CBSA uniformed employees will not carry personal electronic communication devices or third party issued electronic communication devices on the duty belt as per the Uniform Policy (

7.2. CBSA employees working in areas subject to this prohibition will power off their personal and third party issued electronic communication devices as defined in the Definitions section while performing their duties.

7.3. Employees will ensure that persons who require emergency contact information are provided with the contact telephone number of their workplace in the event of an emergency

Policy on the use of personal electronic communications devices:

Therefore, when at work and in one of the areas identified in 5.2 above, your personal cell phone and other personal electronic devices will be turned off and secured out of sight. During authorized breaks, the use of personal electronic devices is permitted only in each POE's lunchroom and staff parking area.

Use of Internet and Video Streaming

Internet usage is regularly monitored for compliance to policy and for impacts on the performance of all CBSA systems. Any excessive use, or misuse, of the Internet may be considered a violation of CBSA policy and may be subject to further review and consequences.